

## POSITION DESCRIPTION

<b>Position Title:</b>	Operations Manager – Williamstown Emergency Department & Urgent Care Centres
<b>Business Unit/Department:</b>	Emergency Medicine
<b>Division:</b>	Emergency Medicine & Intensive Care Services
<b>Award/Agreement:</b>	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	Grade 6 (HS6)
<b>Reports To:</b>	Divisional Director
<b>Direct Reports:</b>	Nurse Unit Managers
<b>Date Prepared/Updated:</b>	16 June 2026

### Position Purpose

The Operations Manager, Williamstown Emergency Department (ED)/Urgent Care Centres (UCCs) is recognised as a senior leader of the Division of Emergency Medicine & Intensive Care Services (EMICS), modelling the core values of Western Health through effective leadership, efficient management and visible role modelling.

The Operations Manager, Williamstown ED/Urgent Care Centres (UCCs) functions across the Williamstown Emergency Department and Bacchus Marsh and Melton Urgent Care Centres of Western Health, working collaboratively with the Medical Directors of Emergency and Urgent Care Centres, Director of Nursing and Nurse Unit Managers to facilitate operational, financial and clinical governance of the program.

The role is responsible for leading and coordinating staff as well as developing, monitoring and evaluating systems to achieve optimal utilisation of the departments and their resources, ensuring the organisation is responsive to the needs of the community via the achievement of patient access and activity targets. These accountabilities encompass the leadership, coordination and management of the daily operations at the Footscray and Sunshine Emergency Departments.

The Operations Manager, ED/UCC must provide robust leadership and management expertise, be an active role model and mentor and work with the Emergency Medicine team to ensure that there is robust clinical leadership and capability across the team with a standardised and consistent presence across the Emergency Departments and Urgent Care Centers

The Operations Manager, ED/UCC also participates in site-based emergency management and other required functions.

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## Business Unit Overview

The Division of Emergency Medicine and Intensive Care Services provides quality health care for patients across various Western Health campuses, including Footscray Hospital, Sunshine Hospital, Williamstown Hospital, Bacchus Marsh and Melton Hospitals, and Sunbury Day Hospital.

The Division of Emergency Medicine and Intensive Care Services is responsible for Emergency Medicine and Intensive Care Services.

The summary of services include:

- Emergency Departments
- Urgent Care Centres
- Intensive Care
- Critical Care Outreach
- Donate Life Co-ordination
- Critical Care Research

The Division of Emergency Medicine and Intensive Care Services functions within the Operations Directorate, which is charged with providing a significant portion of Western Health's patient care. To support good governance and collaboration, the Operations Directorate is split into several Divisions through which clinical and supporting programs are delivered.

## Key Responsibilities

### Quality of Care & Clinical Safety:

- Ensure provision of high-quality patient care by overseeing the coordination and management of the clinical areas.
- In conjunction with each unit or clinical area determine and monitor appropriate KPI's in line with national and/or international clinical practice guidelines.
- Lead the development of a service stream quality plan in collaboration with Divisional Director, Clinical Services Director / Unit Managers / Department Heads and Quality Coordinators to effectively contribute to achievement of Best Care at Western Health.
- Promote and foster a culture of clinical safety, continuous improvement and innovation within the designated service stream.
- Facilitate and support nursing interventions in accordance with the standards prescribed (as appropriate) and departmental policies and procedures, and ensure staff adhere to the same standards.
- Promote evidence-based practice and research within the service Quality Management and Continuous Improvement.
- Monitor and evaluate the performance of the designated service stream using qualitative and quantitative methods, including indicators such as client satisfaction, cost, usage, clinical incidents, KPIs and compliance with clinical standards.
- Monitor and review incidents within the service stream and develop and implement strategies to address any emerging themes.
- Participate in organisational committees/working groups as required.

### Managing & Developing People:

- Support Unit Managers/Department Heads in all aspects of staff management including recruitment and selection, performance appraisal and staff development.
- Support Unit Managers and Department Heads in acquiring, maintaining and utilising the skills required to effectively meet KPIs for financial performance of wards and Units/Departments
- Ensure that recruitment, negotiation of contracts, leave, rostering and occupational health and safety responsibilities are delivered in compliance with legislation and Western Health policies and procedures.
- Be responsible for ensuring monitoring of staff utilisation and adjustment to optimal staffing levels is undertaken.
- Foster increased flexibility in work patterns and support recruitment practice changes where indicated.

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- Ensure the development and implementation of a succession plan for staff at senior management level, including medicine and nursing.
- Ensure the development of mentorship and support programs for new employees, including medical and nursing staff, unit managers and unit heads.
- Be responsible for ensuring attendance at educational and professional development activities is monitored via educational training database.
- Conduct annual performance appraisal of direct reports, provide feedback on their performance, identify skill gaps and develop individual plans of action.

#### **Financial Responsibility & Sustainability:**

- Develop a Service Operational Plan in partnership with Divisional Director, Clinical Services Director and in consultation with Heads of Unit, Unit Managers/Department Heads.
- Facilitate service development, operational planning and plan implementation.
- Ensure any development of the clinical service is congruent with the organisational strategic directions.
- Coordinate formulation of service budget in liaison with the Divisional Director, Clinical Services Director, Divisional Business Analyst, and relevant staff from within the division.
- Be responsible the achievement of activity, KPI's and financial targets on a monthly and annual basis.
- Develop and implement strategies to manage budget variances in both operating and SPF budgets in collaboration with finance business partners, directors and NUMs.
- Proactively review, initiate and implement actions to improve the financial effectiveness and performance in respective areas.
- Monitor service activity and growth against projections and identify and address variances.
- Monitor facility occupancy against staffing levels and identify and address variances.
- Monitor consumables ordering and usage against patient activity and identify and addresses variances.
- In conjunction with contracts manager monitor and manage contractual arrangement and obligations for the provision of equipment and consumables in the service stream.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

### **Key Working Relationships**

#### **Internal:**

- Divisional Director
- Clinical Services Director
- Directors of Nursing
- Business Analysts
- Business Partner - People and Culture
- Quality Coordinators
- Heads of Units/Directors of Services
- Access and Patient Flow
- Nurse Unit Managers
- Clinical and management staff from other Divisions in Western Health
- WH Operations Managers
- Clinical Hospital Coordinators
- Members of the multidisciplinary care team
- Integrated Learning Centre

#### **External:**

- Department of Health and Human Services
- North West Primary Health Network
- Patients and their significant others
- Community service providers
- Other healthcare networks and service providers
- Ambulance Victoria

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## Selection Criteria

### Essential:

- Eligible for registration with the Australian Health Practitioner Regulation Agency as an allied health professional or a registered nurse,
- Extensive clinical and management experience within a large, complex healthcare or other relevant organisation, preferably at a senior level
- Ability to manage and lead people, including a highly educated workforce
- Ability to consult and collaborate with others and work as an effective member of a team to deliver organisational outcomes
- Ability to work at both a strategic and operational level within a complex organisation
- Excellent interpersonal skills
- Excellent communication skills, both written and verbal
- Effective negotiation skills
- High-level analytical skills
- Effective change management skills
- Capability to innovate
- Capacity and capability to provide a professional role model for staff

### Desirable:

- Relevant postgraduate management qualification, preferably at a Masters level or working towards.

## Leadership Capabilities

Leadership Capability	Definition
Manages complexity	Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
Decision quality	Making good and timely decisions that keep the organisation moving forward
Plans and aligns	Planning and prioritizing work to meet commitments aligned with organisational goals
Optimises work processes	Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
Ensures accountability	Holding self and others accountable to meet commitments
Values differences	Recognizing the value that different perspectives and cultures bring to an organisation
Communicates effectively	Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
Persuades	Using compelling arguments to gain the support and commitment of others
Manages ambiguity	Operates effectively, even when things are not certain or the way forward is not clear

## Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures

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- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

### General Information

- Redeployment to other services and sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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